Tech News October 2022

Top News

Fall Network Maintenance set for Sunday, October 23: Prepare for a fall network maintenance on Sunday, October 23. This maintenance is being conducted on a Sunday to accommodate our extended campuses which hold classes on Saturdays. Network maintenances are necessary to continue to support the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. Such a maintenance is performed twice a year, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Rayid Tartir at rayid@uga.edu.

Fall cybersecurity training due October 31: University System of Georgia employees, including student workers, must complete spring cybersecurity awareness training by October 31. This required training takes place twice a year in April and October per USG policy and a directive by the executive order of Governor Brian Kemp. This professionally developed training is conducted online through KnowBe4 and provides a comprehensive education on good cybersecurity practices. To complete the training, log in to the KnowBe4 Portal at https://training.knowbe4.com/auth/saml/8840131a04b53 with your UGA MyID and password. Once you have logged in to the KnowBe4 portal you will be taken to UGA's training page. Click on the training to start. If no training appears, go to the drop-down menu under your name in the upper right corner of the screen. Click on the 'My Training' option to view your available training. Faculty, staff, and student employees who have questions about the training should contact the EITS Help Desk at 706-542-3106 or email at helpdesk@uga.edu.

Be alert to potential job scams, protect your UGA credentials: Recently, we have seen a sharp increase in the number of job offer email scams targeting members of the UGA community. A growing number of these scam emails are coming from compromised UGAMail accounts. These accounts have usually been compromised due to successful "multi-factor authentication fatigue attacks" where attackers flood a victim with push notifications and phone calls to their Duo-enrolled device until the user accepts. Scams also come from external emails that have been spoofed to look like @uga.edu email addresses. In general, following the guidelines below will significantly decrease your chances of falling prey to scam attempts and help keep your accounts secure:

- Look for the External Sender label in email messages. Emails that appear to come from an @uga.edu address but are labeled "External Sender" are most likely scams.
- Never accept a push notification, phone call or other Duo authentication attempt that you did not initiate. Accepting these false log-in attempts gives attackers direct access to UGA accounts.

- If a job offer seems too good to be true, it most likely is.
- Never accept a job that requires you to deposit funds into your account in excess of the actual payment, and then forward a portion elsewhere.
- Never accept a job that involves the purchase of gift cards or other similar payment mechanisms.
- Never provide credentials, bank account information, login names, passwords, or other identifying information via email.
- Always verify the legitimacy of any request that appears to be from a supervisor or co-worker as described above before taking any action.

If you suspect you have been the victim of a scam, please contact the UGA Police Department at 706-542-2200 for assistance. If you are unsure whether the source of an email you have received is legitimate, forward the email to abuse@uga.edu and request an assessment by the Office of Information Security, or contact the EITS Help Desk at 706-542-3106.

IT Services in Action

State of Technology address set for November 16: Dr. Timothy M. Chester's annual State of Technology address will be held via Zoom on Wednesday, November 16, 2022, from 3 p.m. to 4 p.m. All University students, faculty and staff are welcome to join. For more information, contact Lynn Wilson at llatimer@uga.edu.

MLC Tech Lending Desk adds more laptops, increases total checkout time: Students in need of laptops, cameras, and other equipment to complete class assignments now have more options available for check out at the MLC's Tech Lending Desk. EITS recently added 38 new laptops, all installed with Adobe Creative Cloud. Laptops are still 48-hour loans but can now have up to 3 renewals. This increases the maximum loan length for computers from 4 days to 8 days. Equipment at the Tech Lending desk is available to any student with a valid UGA Card. For more information about the Tech Lending program, including loan limits, visit https://libs.uga.edu/access-services/tech-loans.

Work continues on more than $1M in campus wireless upgrades: Work is under way on more wireless upgrades in buildings across the Athens, Buckhead, and Griffin campuses. These upgrades are part of EITS's work to continuously improve Wi-Fi connectivity and coverage to support teaching, learning and student life. The $1.2 million project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Work has most recently been completed in the large auditorium in Sanford Hall and the Davison Life Sciences Complex. Technicians are also working on more improvements to other buildings and wireless spaces across campus, including the Coverdell Center and the R.C. Wilson Pharmacy building. Work for phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

New online pedagogy tool, Turnitin, aids in improving students' writing skills: UGA students, faculty and staff now have access to a new tool to help them draft clear and accurate class assignments and other work. Turnitin Feedback Studio provides automated grammar, citations and formatting suggestions for documents and class assignments. Turnitin also features a similarity checker, to aid instructors and students in maintaining and promoting academic integrity. The tool is available within eLearning Commons (eLC) as well as UGA's instance of Google Docs. Turnitin is not available for Microsoft Word files imported into Google Docs. For technical assistance with Turnitin, visit the Center for Teaching and Learning's eLC Help website at https://help.elc.uga.edu/engaging_students/turnitin/. Instructors seeking more information about how to effectively incorporate Turnitin into their classes and support students' learning can reach out to the Center for Teaching and Learning at ctl@uga.edu.

Colleges, units participate in GACRC buy-in program on behalf of faculty: Recently, the Terry College of Business and the Institute of Bioinformatics participated in Georgia Advanced Computing Resource Center's Sapelo2 Buy-in Program on behalf of their faculty. Faculty and researchers in Terry and IOB will have access to the nodes purchased by their college and unit. The buy-in program is available to any college, unit or research institute seeking to purchase resources dedicated to their faculty. Individual researchers and faculty members may also purchase nodes through the buy-in program. The Vice President for Information Technology is also continuing a matching program, with a $250,000 commitment. The matching funds provide, on a first-come/first-serve basis, up to $10k for the purchase of an additional computing node for any researchers participating in the buy-in program. For more information, including details about the GACRC buy-in program and how colleges and units might purchase resources for their faculty, please contact Dr. Guy Cormier at gcormier@uga.edu.

Major network bandwidth expansion under way to improve connectivity: EITS networking staff are working on a multi-year project to upgrade building routers, increasing network bandwidth for research, and allowing for 10G connectivity. The Building Edge Router Refresh project will upgrade the current building edge routers and cabling in 180 buildings to a new platform that connects buildings back to the university's core network. Most recently, teams completed work on the Georgia Center for Continuing Education. For more information, visit: https://eits.uga.edu/network_and_phones/building_edge_router_project/ .

<u>**Upcoming Changes and Maintenances**</u>

OneSource Training Library moving to a new platform: The OneSource training library will transition to a new platform in June 2023. This new Service and Support Portal, powered by TeamDynamix, will allow users to access self-service content in the same place where they can request live support. Content that is currently housed in multiple places will be combined into a single location. There will be a more intuitive user interface with improved search functionality. The OneSource team is working to publish the new Service

and Support portal in January 2023 so that both the new and the existing resources are available concurrently for about 6 months.

USG Open Enrollment 2023 kicks off October 24: Open Enrollment for the 2023 calendar year will be October 24 through November 4, 2022. This is an Active Enrollment year, and all employees must complete the tobacco use and working spouse certifications. If you take no action during Open Enrollment to complete the certifications, you will default to the surcharge. The monthly surcharges for both the tobacco use and working spouse will be $150 each in 2023. Shared Leave Enrollment runs concurrently with the Benefits Open Enrollment. This is your opportunity to enroll and make donations to the Shared Sick Leave Pool for 2023. An in-person benefits fair will be held on Monday, October 17, 2022, from 10 a.m. to 2 p.m. in the Georgia Center for Continuing Education's Mahler Hall. Learn more about Open Enrollment at
https://hr.uga.edu/Current_Employees/Benefits/open_enrollment/2023/.

Verify and claim your Departmental MyID accounts by November 23: EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID accounts are often used by units, colleges, and departments for running automated processes and to establish a contact email for a department or program. We conduct an annual verification to ensure all accounts have a current owner who is classified by central HR as a full-time faculty or staff member. This verification also ensures other important information connected to the Departmental MyID is still correct. The 2022 Departmental MyID verification process will kick off October 24 and conclude November 23. Owners of Departmental MyID accounts will receive an email asking them to complete the verification process through TeamDynamix. The verification process must be completed by November 23. Account owners will receive several reminders until the process is complete. Accounts that are not verified by November 23 will be disabled. For more information, please contact Gary Pitman at gpitjr@uga.edu.

Graduate student MyID account provisioning process changing: Effective October 2022, EITS and the Graduate School will change how MyIDs are provisioned for incoming graduate students. In previous years, graduate students received their MyIDs when they applied to UGA; once this change is in effect, graduate students will not receive their MyIDs until they have been accepted to a university graduate degree program. This change will decrease the number of MyIDs that are created without being used and must be disabled every year. This change will also mean that the MyID provisioning process for undergraduate and graduate students will be the same. For more information on this change, please contact Kristi Wall at kristi.wall@uga.edu.

Listserv hosting enhancements coming soon: L-Soft, the exclusive provider of Listserv brand email list software, has expanded their cloud hosting options. EITS is actively working with L-Soft to transition to their new cloud hosting environment. This improvement will increase the reliability and availability of UGA's hosted LISTSERV instance. The migration is tentatively set for October 28. During the migration, users may experience disruptions

when attempting to access the list management interface; additionally, there may be delays in message delivery. More details will be provided at a later date. For question, contact Ashley Henry at ashenry@uga.edu.

Google Workspace Shared Drives to be decommissioned January 2, 2023: As previously communicated, Google eliminated unlimited storage for academic customers. Due to the limitations with Google's storage management tool, UGA will no longer allow the creation of new Shared Drives in Google Workspace effective August 1, 2022. Overconsumption of storage by a few users with Shared Drives can affect everyone using Google Workspace at UGA and prevent any user from being able to save or add files. Users that currently have Shared Drives will be contacted with guidance on how to move those files to other services, such as OneDrive for Business and Institutional File Storage. Users must move their files by January 2, 2023; all shared drives will be removed from UGA's instance of Google Workspace after this date. For more information, contact Ashley Henry at ashenry@uga.edu.

Changes coming to the UGA Holiday calendar: Beginning January 1, 2023, UGA Holidays will no longer be automatically uploaded to your UGA Outlook calendar. You can manually add UGA Holidays to your Outlook calendar by following instructions on the EITS Help Desk Knowledge Base: https://confluence.eits.uga.edu/display/HK/How+to+add+the+New+UGA+Holiday+Calendar. For more information about adding the new calendar, contact Ashley Henry at ashenry@uga.edu.

Campus IT announcements

SecureReports upgrade completed: On September 17, the Office of Information Security team upgraded SecureReports to the latest version. The upgrade to SecureReports has a softer look and some minor changes to terminology; for example, messages will now be called packages. For more information about the upgrade please contact Lance Peiper, lpeiper@uga.edu.

Local Administrator Password Solution required for units by end of year: In higher education and other industries, ransomware computer infections through web browsing and email are growing at an alarming rate. A Local Administrator Password Solution (LAPS) protects against ransomware outbreaks and data breaches by providing security and managing administrator account passwords on laptops and desktop computers. EITS will be providing university units with instructions for implementing LAPS policies in Active Directory beginning in August, and LAPS will be required for units by the end of 2022. For more information on implementing LAPS, contact Ben Myers at bmyers@uga.edu.

EITS replacing DLP service: On December 15, 2022, the Symantec endpoint DLP service will be decommissioned, being replaced with Tanium DLP. Tanium DLP will be available by the beginning of October, giving DNLs and EITS two and a half months to migrate. DLP

is used to help prevent accidental disclosure of Sensitive and Restricted Data and to prevent unauthorized storing and sharing of Restricted Data. For more information about the DLP Replacement, contact Chris Workman, cworkman@uga.edu.

<u>Tech Tips</u>

October is Cybersecurity Awareness Month. The digital world is full of phishing scams and the more time you spend online, the more you encounter. Scammers have many ways to hook you: Some of the most popular scams involve requests for gift cards, employment offers, and account deactivation threats. Don't let these scams fool you! Use these red flags to spot phishing scams:

- A demand for urgent action
- Spelling and grammar mistakes
- Generic greetings or salutations
- Inconsistent links, email addresses, or domain names
- Suspicious attachments
- An offer that's 'too good to be true'
- Requests for personal information such as login credentials, financial information, SSNs, or other sensitive data
- An email that includes one or more of these red flags is likely to be a phish.

When you receive a phishing email, send it to abuse@uga.edu for review.